

Warranty of Battery Products

Thank you for your interest in the products and services of Ampere Time. By acquiring the products of Ampere Time, you have purchased high quality. We grant the following warranties for our battery products.

1. Warranty

We provide five-year warranty for the poor performance of battery products¹ when used correctly in accordance with the product manual instructions. The warranty is in effect from the date of purchase by the user (the “Purchaser”).

Please read the product manual carefully before installing and using the product, and use the battery correctly under the instructions of the manual.

Procedures for Warranty Claims

- 1) We'll assist to analyze consumer's problem within 24 hours, and help solve problem, restore battery usage, and introduce the optimal use method;
- 2) If our product fails to work normally, the consumer assists us in completing all the battery testing, and both parties confirm that the product does have quality problems, we'll send new battery replacement to the defective battery. And the defective battery needs to be returned to our US warehouse by the pre-paid label we prepared, and will be checked and tested by our technical team.

From the date of purchase and within 6 months, if our products have quality problems and cannot work normally, we can provide replacement or refund services; Within 7 months from the date of purchase to the end of the warranty, if our products have quality problems and cannot work normally, we can provide replacement services.

If you encounter any questions when using the product, please feel free to contact us, we will provide 24-hour customer service.

2. General Conditions for Warranty Claims

This warranty extends only to the original Purchaser. If gifted or resold the customer must go through the original Purchaser in order to claim warranty. Original order information is needed to claim warranty.

¹ We provide a five-year warranty for our battery products >30Ah and a three-year warranty for batteries ≤30Ah.

Any product(s) returned for valid warranty service will be shipped at the expense and risk of us. We will provide pre-paid label to customers who need to return the products to the designated place at the specified time.

Batteries that have been serviced or replaced under their warranty period do not receive extended warranties. Instead, the serviced/replaced battery(-ies) will abide to the original warranty period issued when first purchased.

The warranty does not cover failures result from incorrect handling, product modifications, installation, or deliberate damage. It is also not covered by the warranty, if the consumer fails to install, use and maintain the product correctly in accordance with the requirements of the instruction manual, which causes serious quality problems in the product.

3. Exclusions and Limitations

LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES WILL AMPERE TIME OR ITS SUPPLIERS BE LIABLE OR RESPONSIBLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF AMPERE TIME OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. Neither Ampere Time nor its suppliers will be held liable or responsible for any damage or loss to any items or products connected to, powered by or otherwise attached to the Product. The total cumulative liability to the Purchaser, from all causes of action and all theories of liability, will be limited to and will not exceed the purchase price of the Product paid by the Purchaser. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

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